

Service Engineer

Micro-X Limited is an ASX listed hi-tech company developing and commercialising a range of innovative products for global health and security markets, based on proprietary cold cathode, carbon nanotube (CNT) emitter technology. The electronic control of emitters with this technology enables x-ray products with significant reduction in size, weight and power requirements, enabling greater mobility and ease of use in existing x-ray markets and a range of new and unique security and defence applications. Micro-X has two mobile digital medical x-ray systems being sold commercially for diagnostic healthcare applications and Micro-X medical products are now in operation in 14 countries around the world.

Micro-X has a portfolio of innovative products in development, including the MBI for imaging Improvised Explosive Devices in security, defence and counter-terrorism applications; a next-generation self-service X-Ray Airport Checkpoint Portal with an integrated body scanner; and a lightweight brain CT imager for early stroke diagnosis in ambulances. Micro-X has its core R&D, engineering and production capability in Adelaide, Australia with a fully in-sourced CNT tube manufacturing line and approximately 95% Australian locally manufactured content.

At Micro-X, diversity and inclusion are critical to our business and a central part of our culture. We strive to create a work environment built on the premise of equity, and one that provides level access to information, development and opportunity. We believe that the pursuit of diversity creates a workplace environment rich in talent and ideas, which, in turn, drives innovation and original thinking.

About the role

Working as part of the Micro-X Product Support team, the role of the Service Engineer is to conduct activities to complete the organisation's service objectives for products deployed within the highly technical, medical and security environments. The role will require working with end customers, global distribution partners and internal business units to drive and maintain technical service strategies in line with business needs. Responsibilities will include:

- Assist global field engineers with the investigation and root cause analysis of field defects.
- Create, update and manage remedial tasks through a dedicated service desk platform to assist with analytical reporting.
- Provide an accurate nomination of replacement parts to fulfill warranty claims.
- Development and ongoing maintenance of user and technical support publications for Micro-X products.
- Draft and development of technical modification instructions for Micro-X products.
- Supporting the business with user and technical demonstrations when required.
- Working within financial boundaries to achieve service P&L targets.
- Continual focus to improve the company's processes and its reputation

Benefits and perks

- Competitive salary package.
- Full training and tools provided.
- Culture conscious organisation with a great working environment.

Skills and experience

To perform this role successfully the following competencies and attributes are required:

Mandatory

- Methodical fault-finding skills and root cause analysis techniques.
- Ability to interpret electrical diagrams and mechanical drawings.
- Experience working in a technical support role.
- Ability to write detailed, clear technical instructions and manage an extensive publication library.
- Competency in Word, Excel and MS Office and an ability to learn new software.

Desirable but not essential

- Experience working within a strongly regulated environment (Medical device, Pharma, Food)
- Experience with SolidWorks or similar.

Personal Attributes

- Exceptional interpersonal and communication (written and oral) skills.
- High level of professional ambition.
- Accountability for managed performance.
- A flexible, open and consultative work ethic.
- Well organised, intuitive with effective time management.
- Ability for extensive travel, interstate and internationally. Passport required.
- Works well under pressure, both within a global multifunctional team and independently.